Performance Update for Senior Leadership Team - March 2019
Adult Protective Services Program Office

Adult Protection - Program Scorecard
March 2019

Region	Circuit	Reports Received[1]		Investigations Commenced Within 24 Hours (Target = 99%)		Victims Seen Within 24 Hours (Target = 93%)		Initial ASAs Submitted Within 6 Days (Target = 98%)		Investigations Closed Within 60 Days (Target = 99%)	
		Current	Previous[2]	Current	Previous	Current	Previous	Current	Previous	Current	Previous
NWR	1	182	183	100.00%	100.00%	96.52%	96.67%	100.00%	100.00%	99.45%	99.42%
NWR	2	145	141	100.00%	99.15%	97.54%	95.49%	98.15%	99.15%	100.00%	100.00%
NWR	14	86	64	100.00%	100.00%	95.16%	94.34%	100.00%	100.00%	98.28%	98.80%
NWR		413	388	100.00%	99.71%	96.62%	95.90%	99.43%	99.71%	99.43%	99.71%
NER	3 & 8	138	140	100.00%	100.00%	96.95%	98.63%	100.00%	100.00%	100.00%	99.24%
NER	4	231	212	100.00%	100.00%	98.65%	98.68%	100.00%	100.00%	99.06%	99.05%
NER	7	219	221	100.00%	100.00%	99.06%	99.44%	100.00%	100.00%	99.50%	98.80%
NER		588	573	100.00%	100.00%	98.41%	98.91%	100.00%	100.00%	99.44%	99.01%
CNR	5	317	306	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.58%
CNR	9	288	265	100.00%	100.00%	97.52%	96.86%	100.00%	100.00%	99.21%	98.74%
CNR	10	184	176	100.00%	100.00%	100.00%	97.50%	99.21%	100.00%	100.00%	100.00%
CNR	18	228	212	100.00%	100.00%	99.01%	98.57%	100.00%	100.00%	100.00%	100.00%
CNR		1017	959	100.00%	100.00%	98.99%	98.91%	99.88%	100.00%	99.75%	99.49%
SCR	6	416	359	100.00%	100.00%	96.33%	97.71%	100.00%	100.00%	100.00%	100.00%
SCR	12	156	150	100.00%	99.15%	94.08%	96.06%	100.00%	100.00%	99.31%	100.00%
SCR	13	229	227	100.00%	100.00%	95.09%	96.91%	100.00%	100.00%	100.00%	100.00%
SCR	20	205	201	99.51%	100.00%	98.18%	98.41%	100.00%	100.00%	100.00%	100.00%
SCR		1006	937	99.89%	99.87%	96.11%	97.44%	100.00%	100.00%	99.89%	100.00%
SER	15	246	217	99.56%	98.70%	96.64%	95.16%	99.56%	97.39%	96.89%	97.39%
SER	17	308	283	100.00%	100.00%	94.32%	97.34%	100.00%	100.00%	99.66%	100.00%
SER	19	167	136	100.00%	100.00%	95.04%	93.10%	100.00%	97.12%	100.00%	100.00%
SER		721	636	99.84%	99.51%	95.27%	95.79%	99.84%	98.53%	98.75%	99.02%
SNR	11	321	285	98.85%	99.57%	95.62%	97.65%	99.62%	99.57%	100.00%	100.00%
SNR	16	14	9	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	88.89%
SNR		335	294	98.87%	99.58%	95.71%	97.74%	99.62%	99.58%	100.00%	99.58%
State		**4,080**	3,787	99.86%	99.82%	97.01%	97.43%	99.86%	99.66%	99.54%	99.48%

% Inc./Dec. vs. Prev. Month	7.74%

Statewide Services and Wait Lists

HCDA Waitlist Population		HCDA Clients Being Served		CCDA Waitlist Population		CCDA Clients Being Served		% of Adults with Disabilities Receiving Services Who are Not Placed in a Nursing Home, FY 17/18 & 16/17	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
693	680	969	979	1,487	1,480	280	286	98.84%	99.08%

Per Capita Abuse Rates for Adults with Disabilities, Age 18-59 and Elderly Person, per 1,000/Population

Abuse Rate Among Persons with Disabilities per 1,000		Abuse Rate Among Elderly Persons, per 1,000	
Current	Previous	Current	Previous
0.11	0.09	0.13	0.12

[1] Data in "*Previous*" columns represents February 2019, unless otherwise noted.

[2] Reports received is a workload measure counting Initial and Additional reports, excluding Supplemental reports

☐ (yellow) indicates missing target by one-half percent or less
☐ (red) indicates missing target by more than one-half percent

Adult Protective Services -- Monthly Key Indicators
April 2019

	Indicator	Period	Standard	Statewide Current/Recent			Previous		Regions -- Current					
				Level	Period	% Change	Level	Period	NW	NE	Central	SC	SE	Southern
API Safety	No Recurrence Verified Maltreatment within 6 Mo. of Verified Investigation	M	95.0%	98.5%	3/19	0.3%	98.2%	2/19	98.1%	98.1%	98.4%	97.9%	99.5%	99.6%
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	100.0%	3/19	0.0%	100.0%	2/19	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
API Workload	Initial + Additional Reports Received	M		4,080	3/19	7.7%	3,787	2/19	413	588	1,017	1,006	721	335
	Investigations (Initial Reports) Completed	M		3,801	3/19	5.6%	3,600	2/19	371	580	907	987	668	288
	Average Active Investigations per API	M-PIT	15.0	12.4	4/5/2019	3.3%	12.0	3/5/2019	11.2	12.0	15.2	7.1	16.2	15.1
	Active Investigations	M-PIT		3,131	4/5/2019	5.0%	2,983	3/5/2019	274	464	947	451	663	332
	Investigations Open Over 60 Days "Backlog"	M-PIT		6	4/8/2019	-45.5%	11	3/12/2019	0	0	2	0	4	0
	API Vacancies			14	4/5/2019	0.0%	14	3/5/2019	2	3	3	4	1	1
	Total API FTEs	M-PIT		290	4/5/2019	0.0%	290	3/5/2019	29	43	69	73	49	27
	% Vacant				4/5/2019	4.8%		3/5/2019	6.9%	7.0%	4.3%	5.5%	2.0%	3.7%
	Actual Operational Capacity			252.3	4/5/2019		248.8	3/5/2019	24.5	38.75	62.5	63.5	41	22
	Percent Total Workforce Capacity			87.0%	4/5/2019		85.8%	3/5/2019	84.48%	90.12%	90.58%	86.99%	83.67%	81.48%

[1] Data in "*Previous*" columns represents February 2019, unless otherwise noted.